Colorado Dept. of Human Services Domestic Violence Program



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In 1983, the Colorado General Assembly created the Domestic Violence Program (DVP) Located in the Colorado Department of Human Services (CDHS), Office of Children, Youth and Families, DVP is the sole government entity dedicated entirely to funding and sustaining community-based domestic violence programs across the state. The mission of DVP is to serve as the state governmental authority on domestic violence issues by providing leadership, guidance, and awareness within government agencies as well as ensuring grant funded programs deliver optimal services to victims, ultimately promoting a Colorado free of domestic violence. DVP strives to ensure that services to victims of domestic violence and their children are readily available throughout Colorado's diverse communities.

DVP provides a process to file a complaint against a DVP-funded program per DVP Rule 12.200.7. The DVP Rules and Citizen Complaint Procedures can be found on the DVP website at www.colorado.gov/cdhs/dvp.

DVP CITIZEN COMPLAINT PROCEDURES

What is a DVP Citizen Complaint and why would you file one?

An individual can file a DVP Citizen Complaint if the individual is dissatisfied with services performed or denied by a DVP-funded program. DVP may only take complaints about DVP-funded programs. For a current list of DVP-funded programs, go to www.colorado.gov/apps/cdhs/dva.

DVP cannot provide immediate solutions to dissatisfaction with services performed or denied. The role of DVP instead is to address concerns and make recommendations or requirements for program policy changes if necessary.

Who can file a DVP Citizen Complaint?

Any individual or organization can file a DVP Citizen Complaint. It is not limited to clients or potential clients.

How to file a DVP Citizen Complaint:

DVP Citizen Complaints must be filed within 60 days of the event that lead to the complaint. An individual or organization can complete the DVP Citizen Complaint Form and submit to DVP online, email to Chelsea.Baldwin@state.co.us or via phone at 303-866-3408. Be sure to fill out the form completely. If you need assistance filling out the form, please contact DVP staff via email at Chelsea.Baldwin@state.co.us or via phone at 303-866-3408.

If you are expecting DVP to share information about your complaint to a DVP-funded program, we ask that you also fill out the DVP Authorization to Release Information on

your Complaint Form. Additionally, the DVP-funded program will ask you to sign their program Release of Information in order to share your information with DVP.

What happens when you submit a Complaint Form to DVP?

When we receive your complaint, we will call or email you to acknowledge receipt within five working days explaining what will happen next.

Initial Assessment

DVP may need to speak with you regarding information in your Complaint Form. This may be done via telephone or email.

If DVP feels they have enough information to move forward in the process, you may not be contacted immediately beyond the initial acknowledgement of the receipt of your complaint.

DVP will be looking for three things in the complaint:

- 1. Explain the event(s) that prompts you to file a complaint with DVP. What was the timeline of events? Who was involved? (*NOTE: please do not use names or identifying information about other clients or potential clients on this form.)
- 2. What steps did you take with the program in attempt(s) to resolve the complaint? Did you understand the program's grievance procedures? Did you follow the procedures? What was the outcome?
- 3. What do you expect to result from registering this complaint with DVP?

DVP Review & Program Response

DVP shall review complaints within 45 business days after the complaint is received and send written notification of the complaint to the program impacted by the complaint and a request for a response.

The impacted program has 30 days to respond to DVP staff regarding the complaint.

DVP Advisory Committee Review

The DVP Advisory Committee will review the initial complaint and the impacted program's response. After this review, the Committee will provide a written response to the complainant within 60 business days of receipt of the impacted program's response. All decisions made by the Advisory Committee are final.

Outcomes

Outcomes could include, but are not limited to:

- Action(s) by DVP
- No action
- Development of requirements or recommendations to remedy the complaint
- Corrective action plan
- Suspension of DVP funding
- Further investigation
- Deemed as an unfounded allegation